

January 10, 2013

**Sanitary Sewer Infrastructure Improvements Planned for
Norvella Heights and along Norview Avenue**

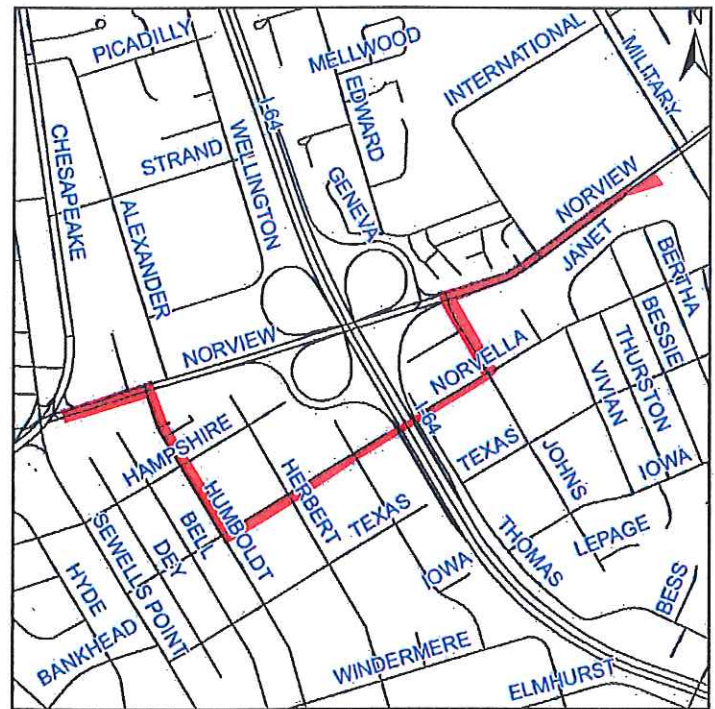
Work set to begin in March

Dear Valued Customer,

The City of Norfolk Department of Utilities is pleased to have scheduled a \$2 million infrastructure improvement project in your neighborhood. The project area (shown on the map to the right) will receive new sanitary sewer pipes and fully resurfaced streets.

The City's contractor, Peters & White Construction is planning to begin work in March and finish in Winter 2013/2014. Prior to construction you may also notice utility markings and survey work in the neighborhood.

The City and our contractor will do our best to minimize the unavoidable disruptions associated with the construction.



If you have any questions or concerns regarding this project, please do not hesitate to contact the City's on-site construction inspector, Chris Ball. He can be reached by cell phone at 374-0127 to respond quickly. You may also contact the Project Manager, Chad Edralin at 664-6736.

The Department of Utilities appreciates your patience during this project and looks forward to providing you with improved sanitary sewer infrastructure.

Sincerely,


Kenneth R. Turner, P.E.

Engineering Manager